

TOP Status Report
Evaluation of ADS Homecare Technology Systems

This report covers information about the implementation of the Homecare Referral and Homecare Aide Time Tracking systems. The information presented was collected between February, 2000 and the present.

The two data system components have been implemented as follows:

- The Homecare Referral system with homecare agencies was implemented in October, 1999. Training of case managers on the new system began in December 1999 when four case managers were trained and began using the new system. By July 2000, approximately 70% of all ADS case managers were trained. All case managers are now trained on the system, but not all of them are using the system on a regular basis.
- The Homecare Aide Time Tracking (HCATT) system began its testing phase on July 18, 2001. After delays because of technical difficulties with programming, technology staff shortages, and system development issues, ADS is now in the testing phase. The HCATT design has been approved and the coding (programming) is finished. ADS staff are now testing the communication between the IVR (telephone connection) and the HCATT database. The next step is called user acceptance testing. This process involves calling the system and going through a multitude of scenarios as if the caller was an aide. The call-in test will begin this month. Once the user acceptance testing is complete and all the technical problems worked out, the recorded phone message will be professionally recorded and full implementation will take place.

The information presented below is organized by the categories of data in the Analysis Plan.

1. A client survey was conducted in March (see Attachment A). The sample size was 187 clients and 134 clients were able to be reached. In general clients, were positive about the timeliness, amount of time spent and accuracy of the timesheets of their home care workers. Of those surveyed, 90% said their workers always or usually arrived on time; 88% stayed the whole time they were scheduled to stay all or most of the time; and 75% were never or seldom

uncomfortable signing their time sheets (18% are already using an automatic phone in system to track time) 93% rated their overall homecare service as excellent or good.

Compared to the survey of clients completed in October 1999, there is some change in client responses. In 2001, more clients reported their workers were late or there was some other problem (10% vs 2%) and more had problems with how long the workers stayed in their homes (12% versus 3%).

Additionally, more clients in 2001 were always or usually uncomfortable signing their workers timesheet (6% versus 3%). However, the overall rating of the homecare services of clients in 2001 and 1999 was quite similar (93% rating their service excellent or good in 2001 versus 96% in 1999).

2. A comparison of market share data from April 1999, November 2000 and April 2001 (see Attachment B) shows a continuing shift of market share from the agency with the highest market share to agencies who originally had a much smaller share of the market. This holds true even with a fairly stable number of clients served over the two year period.

The largest provider lost 55% of its share during this time and the second largest lost 19% of its share. Five agencies increased their market share during this period. One agency increased its share of the market fivefold and it now has the 4th highest number of clients (compared to 7th in 1999) and 3rd highest number of hours served (compared to 5th in 1999). Two agencies increased their market share by 43% and 34% during the two year timeframe. Two agencies no longer contract for home care services and three agencies were added to the mix of home care agencies.

These comparisons hold true with slight variations for the percentage of clients served and the percentage of hours delivered by agency. It is possible that some of the shifts in clients served by agency may be the result of the change in the case manager referral system. The case manager's interviewed in June mentioned that they were more likely to refer additional clients to agencies who responded quickly to their referrals.

3. A survey of 14 case managers on the staff of Aging and Disability Services was completed in June 2001 (Attachment C). The original survey of case managers completed in July 1999, included surveys of 60 case managers. Assuming the 14 case managers who were surveyed in 2001 are representative of the entire case management staff, there are some interesting differences in response between the two periods.

In 2001 more case managers found it very easy or somewhat easy to access data on homecare agency performance than in 1999 (42% versus 23%) and more of them used the data in their work (57% versus 35%). It was also very easy or somewhat easier in 2001 for case managers to access data on the performance of their client's home care aides (64% versus 32%) and they used the information more often (50% versus 43%).

Another significant difference between the two survey periods was the amount of time spent by home care workers on referrals. Of those who responded to the question, "how much time do you spend making a referral to homecare?", the time spent ranged from 15 minutes to 90 minutes in 2001 with most workers averaging less than 60 minutes. While in 1999 the time spent ranged from 15 minutes to 480 minutes, with the average time spent averaging 116 minutes. However, the length of time it takes from referral to start-up was higher in 2001 compared to 1999 (71% of referrals start-up within 14 days in 2001 versus 85% in 1999).

One significant difference between 2001 and 1999 was the percentage of case managers who reported the referral process was either quite easy or somewhat easy (only 14% in 2001 versus 73% in 1999). It is interesting to note, that even though case managers spend less time on referrals and have better access to data about workers and agencies in 2001, many more of them find the process somewhat or very difficult.

In both years case managers reported they make more referrals to agencies that respond more quickly (93% in 2001 and 85% in 1999). Another significant difference between 2001 and 1999 is the percent of case managers who said they find it either quite or somewhat easy to intervene in the solution of problems with a client's homecare aide services (only 36% in 2001 versus 56% in 1999). Lastly, only a small number of case managers create customized computer reports to understand more about client services (7% in 2001 and 16% in 1999).

Some of the general comments of case managers surveyed in 2001 include: the amount of time it takes for client's to be served really varies; agency staff's access to computers varies and I need to call to follow-up; getting information is somewhat easy—several clicks on the computer, somewhat difficult knowing aides availability; this process has greatly reduced the amount of time I spend staffing clients—thank you very much; and there's a need for additional training of case managers.

ATTACHMENT A
Client Survey Data 3-01

1. Sample Size = 187
 Respondents = 134 (72%)
 Possible Responses = 165 (some clients have multiple providers)

2. Results

RESPONSES

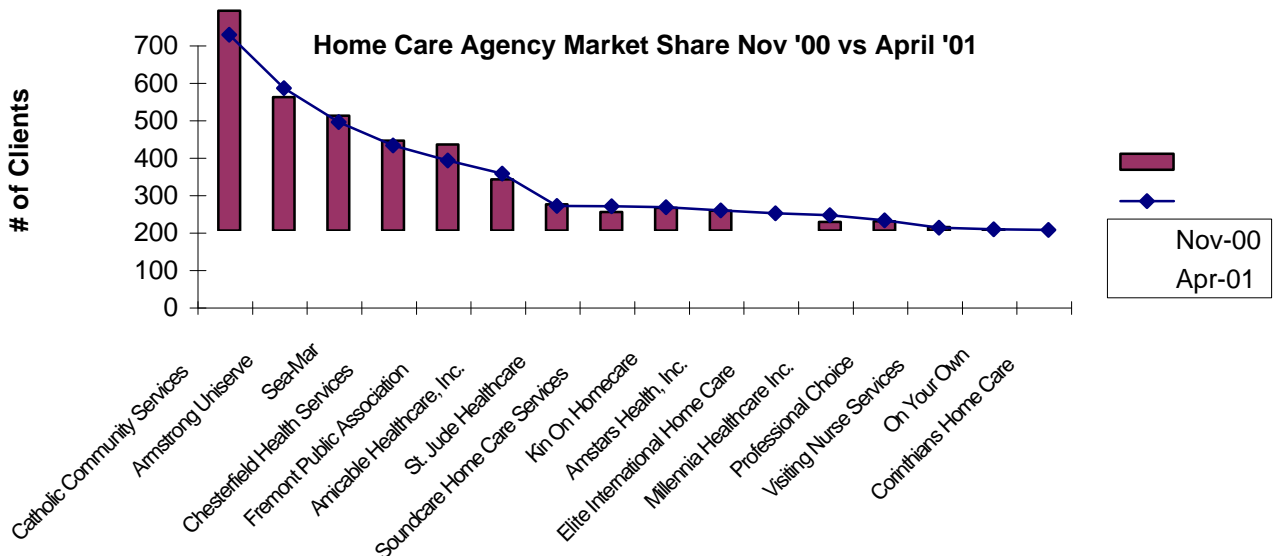
Score/Rating	Q1: On Time		Q2: Stays the whole Time		Q3: Uncomfort with signing timesheet		Q4: Overall homecare service rating		Rating
	# of responses	% of responses	# of responses	% of responses	# of responses	% of responses	# of responses	% of responses	
4 Always	134	81%	130	79%	4	2%	101	61%	Excellent
3 Usually	15	9%	15	9%	7	4%	53	32%	Good
2 Seldom	8	5%	8	5%	4	2%	4	2%	Poor
1 Never	0		4	2%	121	73%	5	3%	Very Poor
Other	8	5%	8	5%	29	18%	2	1%	Other
Total	165		165		165		165		
Average Score	3.80		3.73		1.22		3.53		

No RESPONSES

Reason/Category	# of no responses
Unable to contact	21
Wrong number	7
Disconnected	12
Refused to participate	4
Unknown	
Died	2
Expired service	5
Limited Hearing	2
Confused	
Total	53

Attachment B
Agency Market Share

Agency	November 2000				April 2001			
	# of Clients	% of Clients	# of Units	% of Units	# of Clients	% of Clients	# of Units	% of Units
Catholic Community Services	587	27.3%	25597	22.3%	523	24.5%	23054	19.5%
Armstrong Uniserve	356	16.6%	19693	17.2%	380	17.8%	22066	18.7%
Sea-Mar	307	14.3%	15100	13.2%	290	13.6%	15479	13.1%
Chesterfield Health Services	240	11.2%	15922	13.9%	227	10.6%	15104	12.8%
Fremont Public Association	230	10.7%	10729	9.4%	187	8.8%	9459	8.0%
Amicable Healthcare, Inc.	137	6.4%	10179	8.9%	152	7.1%	11255	9.5%
St. Jude Healthcare	70	3.3%	4318	3.8%	66	3.1%	4870	4.1%
Soundcare Home Care Services	50	2.3%	3311	2.9%	65	3.0%	3147	2.7%
Kin On Homecare	61	2.8%	3509	3.1%	62	2.9%	3925	3.3%
Amstars Health, Inc.	53	2.5%	2850	2.5%	54	2.5%	2501	2.1%
Elite International Home Care	0	0.0%	0	0.0%	46	2.2%	2642	2.2%
Millennia Healthcare Inc.	23	1.1%	1104	1.0%	41	1.9%	1864	1.6%
Professional Choice	25	1.2%	1866	1.6%	27	1.3%	2091	1.8%
Visiting Nurse Services	9	0.4%	360	0.3%	8	0.4%	497	0.4%
On Your Own	3	0.1%	158	0.1%	3	0.1%	153	0.1%
Corinthians Home Care	0	0.0%	0	0.0%	2	0.1%	53	0.0%
	2151		114,696		2133		118,160	



Attachment C
Case Manager Data 7-01

Q1: How easy is it to access accurate data on homecare agency performance?	# of responses	% of responses	Q2:How often do you use such data?	# of responses	% of responses
(a) very easy to access such data	4	28.6%	(a) I often use such data	2	14.3%
(b) somewhat easy to access	4	28.6%	(b) I sometimes use such data	4	28.6%
(c) not very easy to access	4	28.6%	(c) I seldom use such data	3	21.4%
(d) impossible to access	2	14.3%	(d) I never use such data	5	35.7%
n/a	0	0.0%	n/a	0	0.0%

Q3: How easy is it to access accurate data on the performance of your client's home care aides?	# of responses	% of responses	Q4:How often do you use such data?	# of responses	% of responses
(a) very easy to access such data	3	21.4%	(a) I often use such data	3	21.4%
(b) somewhat easy to access	2	14.3%	(b) I sometimes use such data	4	28.6%
(c) not very easy to access	5	35.7%	(c) I seldom use such data	2	14.3%
(d) impossible to access	4	28.6%	(d) I never use such data	5	35.7%
n/a	0	0.0%	n/a	0	0.0%

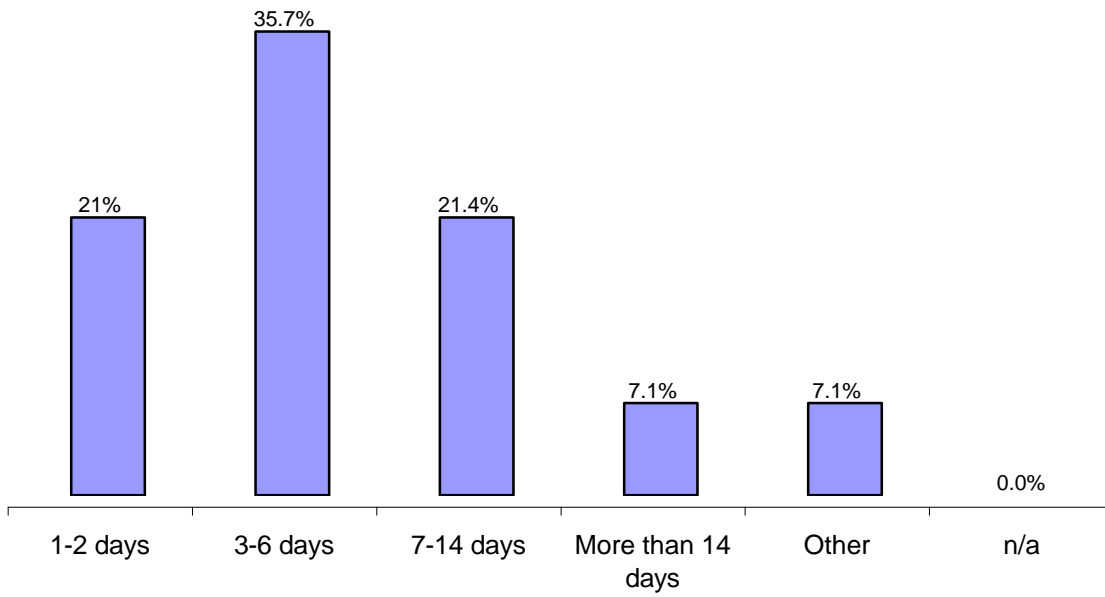
Q5: How much time do you spend "making a referral to homecare"?	# of responses	Average Time in Minutes	Q6: On average, how much calendar time does it take from the time you make a referral to start-up of service?	# of responses	% of responses
average	7	53	(a) 1-2 days	3	21.4%
low	4	15	(b) 3-6 days	5	35.7%
high	3	90	(c) 7-14 days	3	21.4%
			(d) more than 14 days	1	7.1%
			(e) other	1	7.1%
			n/a	0	0.0%

Q7: After an agency has accepted a case, do you have a problem knowing if the case has actually been staffed?	# of responses	% of responses	Q8: How easy or difficult is the referral process?	# of responses	% of responses
(a) always	3	23.1%	(a) quite easy	3	21.4%
(b) usually	3	23.1%	(b) somewhat easy	9	64.3%
(c) seldom	6	46.2%	(c) somewhat difficult	1	7.1%
(d) never	0	0.0%	(d) very difficult	1	7.1%
(e) other (no response)	1	7.7%	n/a	0	0.0%
n/a	0	0.0%			

Q9: Do you make more referrals to agencies that respond more quickly?	# of responses	% of responses	Q10: How long, on average, does it take before you become aware of problems with a client's homecare aide services?	# of responses	% of responses
(a) yes	13	92.9%	(a) I find out very soon	3	21.4%
(b) no	1	7.1%	(b) It takes amoderate amount c	3	21.4%
(c) other	0	0.0%	(c) It takes a long time	5	35.7%
			(d) I don't find out at all	3	35.7%
			n/a	0	0.0%

Q11: How easy is it for you to intervene in the solution of these problems?	# of responses	% of responses	Q12: Do you create any customized, computer-generated reports in order to understand more about your clients' homecare services?	# of responses	% of responses
(a) quite easy	2	14.3%	(a) yes	1	7.1%
(b) somewhat easy	3	21.4%	(b) no	13	92.9%
(c) somewhat difficult	5	35.7%	(c) other	0	0.0%
(d) very difficult	4	28.6%	n/a	0	0.0%
n/a	0	0.0%			

Case Manager Survey Data
Average Time from Referral to Service



Case Manager Survey Data
Problem Knowing a Case has been Staffed

